Teleconference Service

--- e:Presence ---

User Manual

Version 1.3

June 2014

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INTRODUCTION

e:Presence teleconference service is based on Vidyo's® advanced video conferencing technology. It offers a handy management environment with increased capabilities and implements an extremely easy process for the end user, in order to access directly the video conference meeting. Within the next sections, all the necessary instructions for those that use their personal computer as well as for those who use H.323 or VidyoRoom terminals in order to participate in a teleconference are given. Moreover, the most common problems as well as their suggested solutions/advices are quoted.

USING A PERSONAL COMPUTER TO PARTICIPATE IN A TELECONFERENCE

INVITATION TO PARTICIPATE IN A TELECONFERENCE

The invitation to participate in a teleconference is sent through an e-mail by no-reply@grnet.gr with the subject "[epresence] Πρόσκληση σε τηλεδιάσκεψη (Invitation to teleconference)", where all the necessary information regarding the teleconference is included (subject, starting/ending date and time, moderator name, participation and confirmation hyperlinks). The format of the invitation mail is the following:

[Text in English follows later on]

[Η πρόσκληση που ακολουθεί είναι προσωπική. Η προώθηση της σε άλλο άτομο θα κάνει αδύνατη την συμμετοχή σας στην τηλεδιάσκεψη.]

Παρακαλούμε να συμμετέχετε στην τηλεδιάσκεψη με θέμα "xxxxx ".

Αναλυτικές πληροφορίες για την τηλεδιάσκεψη:

Ημ/νία και ώρα έναρξης: 2012-01-24 09:45:00
Ημ/νία και ώρα λήξης: 2012-01-24 10:30:00
Πρόσκληση από: **xxxxxxxx**

Μπορείτε να συνδεθείτε στην τηλεδιάσκεψη χρησιμοποιώντας προσωπικό υπολογιστή με λειτουργικό σύστημα Microsoft Windows, Apple Mac OS ή Ubuntu Linux

Για να λάβετε μέρος στην τηλεδιάσκεψη ακολουθήστε τον παρακάτω σύνδεσμο μέσα στα χρονικά πλαίσια που αναφέρονται παραπάνω.
https://epresence.grnet.gr/conference/portal.php?string_id=xxxxx
Θα σας παρακαλούσαμε να επιβεβαιώσετε την παρουσία σας στην τηλεδιάσκεψη ακολουθώντας τον παρακάτω σύνδεσμο:
https://epresence.grnet.gr/admin/confirm.php?string_id=xxxxx

Υποστηρικτικό υλικό μπορείτε να αναζητήσετε στην ιστοσελίδα: /http://epresence.grnet.gr/support.php

---

[The following invitation is strictly personal. Forwarding this invitation to another person will make your participation to the conference impossible.]

You are invited to join a teleconference meeting with subject "xxxxx".

Information regarding the teleconference:

Start date: 2012-01-24 09:45:00 (Local Greek time)
End date: 2012-01-24 10:30:00 (Local Greek time)
Invitation sender: **xxxxx**

You may join the teleconference using a personal computer with operating system Microsoft Windows, Apple Mac OS or Ubuntu Linux.

Please click on the following link within the aforementioned dates in order to join this meeting.
https://epresence.grnet.gr/conference/portal.php?string_id=xxxxxx
Please click on the following link in order to confirm your participation to this meeting:
https://epresence.grnet.gr/admin/confirm.php?string_id=xxxxxxx

Support material may be found in the following webpage: http://epresence.grnet.gr/support.php

In order to participate in the teleconference you should click on the first hyperlink (participation link) within the date and time specified by the email. To confirm your participation in the teleconference you should click on the second one (confirmation link) anytime before it begins; this way, the moderator (the one who organizes the event) will be notified that you are available for the scheduled teleconference.

In case the scheduled teleconference is cancelled, you will receive a notification email by no-reply@grnet.gr with the subject "[epresence] Ακύρωση τηλεδιάσκεψης (teleconference cancelation)":

Η τηλεδιάσκεψη της οποίας τα στοιχεία ακολουθούν και στην οποία ήσασταν προσκεκλημένος ακυρώθηκε.

Στοιχεία τηλεδιάσκεψης που ακυρώθηκε:

Όνομα τηλεδιάσκεψης: **xxxxx**
Ημ/νία και ώρα έναρξης: **2012-01-24 09:45:00**
Ημ/νία και ώρα λήξης: **2012-01-24 10:30:00**
Πρόσκληση από: **xxxxxxxx**

The teleconference to which you were invited has been cancelled.

Information regarding the cancelled teleconference:

Teleconference name: **xxxxx**
Start date: **2012-01-24 09:45:00 (Local Greek time)**
End date: **2012-01-24 10:30:00 (Local Greek time)**
Invitation sender: **xxxxx**

Moreover, about 10 minutes before the end of the scheduled teleconference , you will receive a notification email from no-reply@grnet.gr with subject "[epresence] Προειδοποίηση για λήξη τηλεδιάσκεψης (Notification regarding teleconference ending)" .

Η τηλεδιάσκεψη σας με όνομα 'xxxxx' θα λήξει σε περίπου 10 λεπτά.

Your conference named 'xxxxx' will end in about 10 minutes.

It should be noted that while you are being connected to the teleconference and less that 2 minutes before it ends, you will hear a notification sound.

REQUIREMENTS

HARDWARE/SOFTWARE

Operating Systems and Browsers

Windows XP, Vista, Windows 7 and Windows 8 (32- και 64-bit)

Browsers: Internet Explorer, Firefox, Chrome

Apple MAC OS 10.5 Leopard or later

Browsers: Firefox

Linux Ubuntu (12.04, 12.10)

Browsers: Firefox

Minimum requirements

Windows XP SP2

Based on Pentium D processor

1Gb RAM

256Mb Video RAM

40 Mb free disk space

Recommended configuration

Windows XP SP3

Based on i3 ή i5 ή Core 2 Quad processor with DDR2 ή DDR3 RAM or Core 2 Duo with DDR3 RAM

2Gb RAM

256Mb Video RAM

40 Mb free disk space

Recommended WebCams

Logitech HD Pro WebCam C920

Logitech QuickCam Pro 9000

Logitech QuickCam Pro for Notebooks

Recommended sound devices

Microsoft Lifechat LX-3000

Plantronics DSP 400

CyberAcoustics AC-840, AC-850

Phoenix Duet or Solo Speakerphone

Konftel 300

ClearOne Chat 60, 160

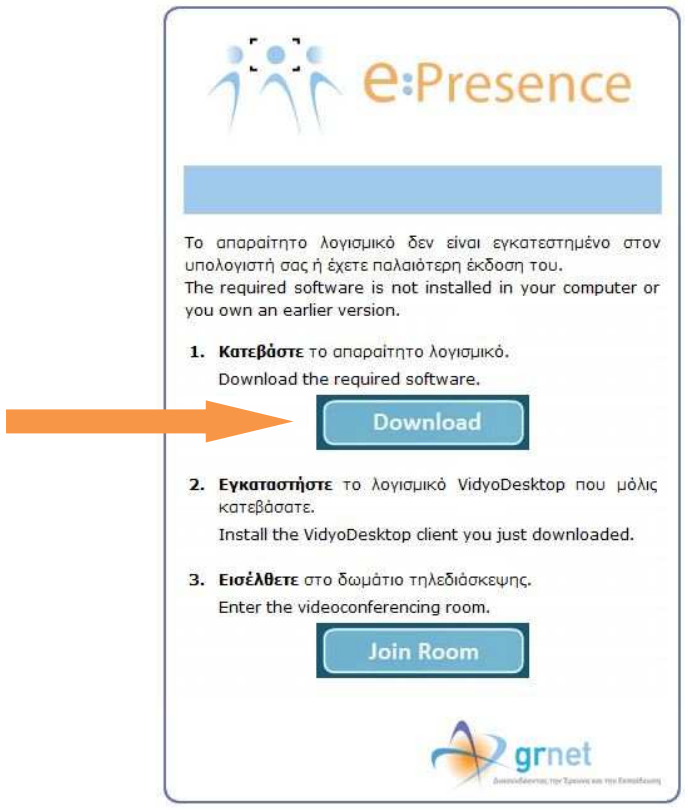
BANDWIDTH REQUIREMENTS

As a minimum requirement, your network connection should support 256 Kbps (upstream rate) and 256 Kbps (downstream rate) assuming that you make all the necessary configuration (see Section “TroubleShooting”).

However, it is recommended that your supported network upstream rate be no less than 512 Kbps and your downstream rate be at least 2 Mbps.

INSTALLING THE TELECONFERENCE SOFTWARE

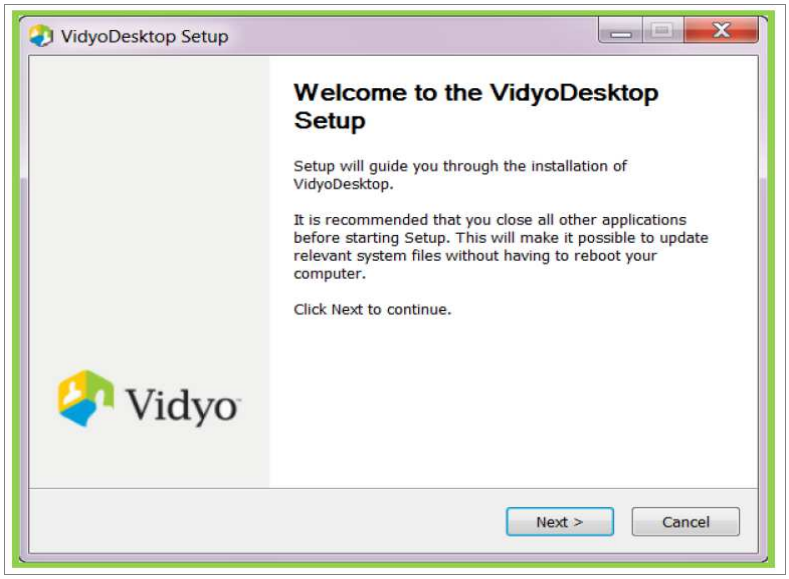
The teleconference software used by e:Presence is VidyoDesktop (developed by Vidyo®). In case you have not already installed VidyoDesktop in your personal computer, you are automatically redirected in the following web page at your first attempt to use the service. You are then requested to download the installation file in your personal computer. By clicking on the “Download” button, your operating system is automatically taken into account (Microsoft Windows, Macintosh OS X, Linux etc.) and the appropriate version of VidyoDesktop is downloaded. Then, you are prompted to appropriately store the VidyoDesktop installation file.


e:Presence
Το απαραίτητο λογισμικό δεν είναι εγκατεστημένο στον υπολογιστή σας ή έχετε παλαιότερη έκδοση του.
The required software is not installed in your computer or you own an earlier version.
1. Κατεβάστε το απαραίτητο λογισμικό.
Download the required software.
Download
2. Εγκαταστήστε το λογισμικό VidyoDesktop που μόλις κατεβάσατε.
Install the VidyoDesktop client you just downloaded.
3. Εισέλθετε στο δωμάτιο τηλεδιάσκεψης.
Enter the videoconferencing room.
Join Room
grnet

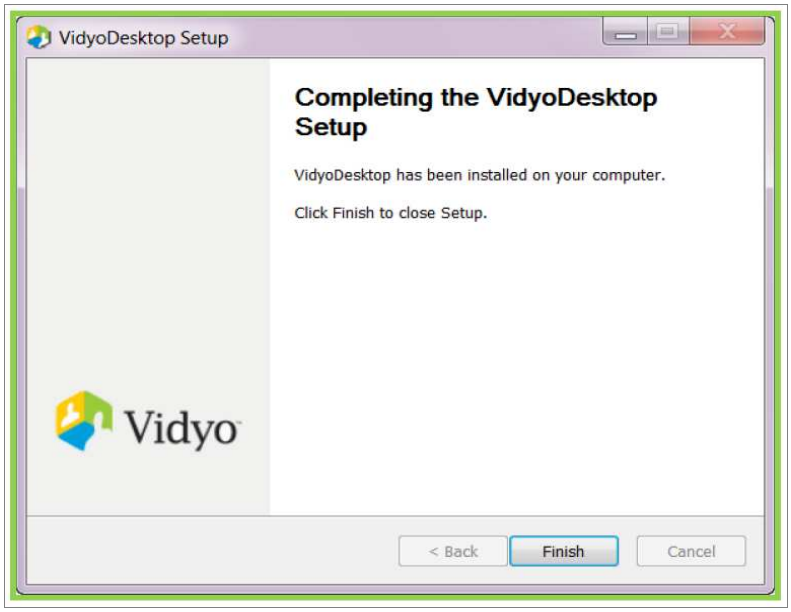
The service supports the use of Microsoft Windows, Apple MAC OS and Linux (Ubuntu).

INSTALLING THE TELECONFERENCE SOFTWARE IN MICROSOFT WINDOWS

If using Microsoft Windows, you will see the following screen when you run the installation file.

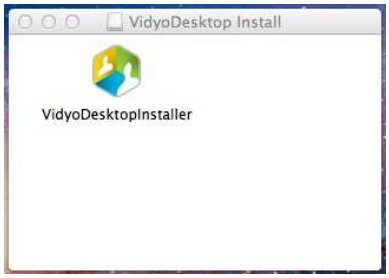

VidyoDesktop Setup
Welcome to the VidyoDesktop Setup
Setup will guide you through the installation of VidyoDesktop.
It is recommended that you close all other applications before starting Setup. This will make it possible to update relevant system files without having to reboot your computer.
Click Next to continue.
Vidyo
Next >
Cancel

By clicking *Next*, you will be prompted to agree on the license agreement of the application. When you do that, the following screen will appear. Click *Finish* for the installation to be completed. The installation of VidyoDesktop is required only once in every personal computer (notice that you may need admin rights to install the software).

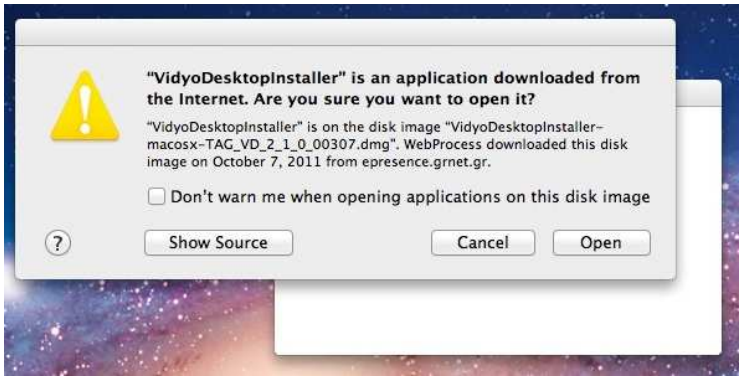


INSTALLING THE TELECONFERECNE SOFTWARE IN APPLE MAC OS

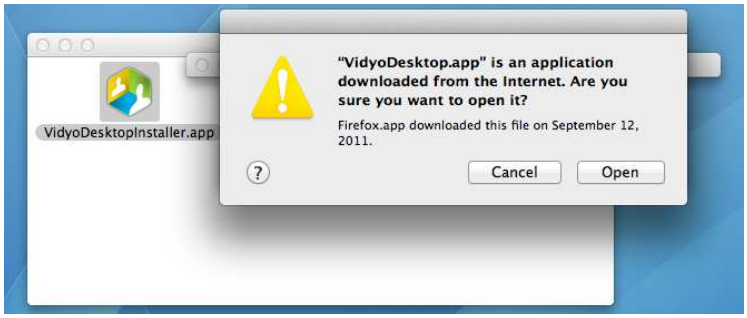
In case your personal computer is Macintosh with an operating system of Macintosh OS X 10.5 or later, the following steps should be made. First, download and execute the **.dmg* file. The following window will appear.



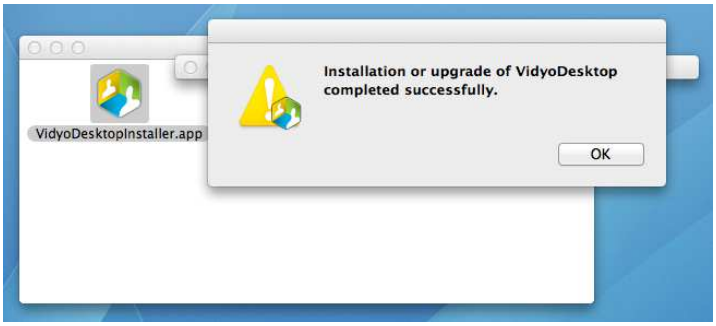
By double clicking on the icon *VidyoDesktopInstaller* you will see the next screen.


"VidyoDesktopInstaller" is an application downloaded from the Internet. Are you sure you want to open it?
"VidyoDesktopInstaller" is on the disk image "VidyoDesktopInstaller-macosx-TAG_VD_2_1_0_00307.dmg". WebProcess downloaded this disk image on October 7, 2011 from epresence.grnet.gr.
Don't warn me when opening applications on this disk image
Show Source
Cancel
Open

You should choose *Open*. You will then be prompted to agree on the license agreement and the following screen will appear.


VidyoDesktopInstaller.app
"VidyoDesktop.app" is an application downloaded from the Internet. Are you sure you want to open it?
Firefox.app downloaded this file on September 12, 2011.
Cancel
Open

You should select *Open* once more. Finally, a message notifying of the successful installation will appear; press *OK* so that the software installation is completed.

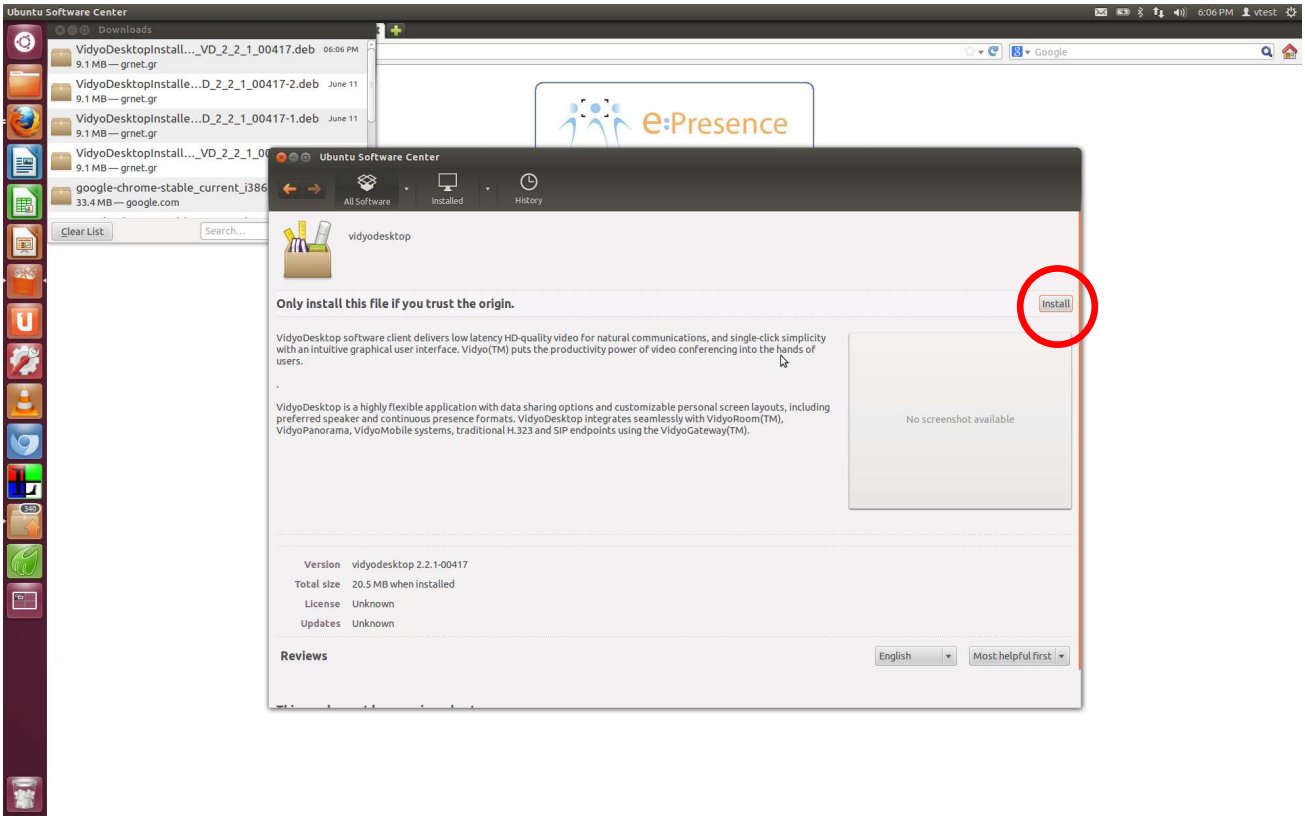


INSTALLING THE TELECONFERECNE SOFTWARE IN LINUX (REFERENCE VERSION: UBUNTU 12.04)

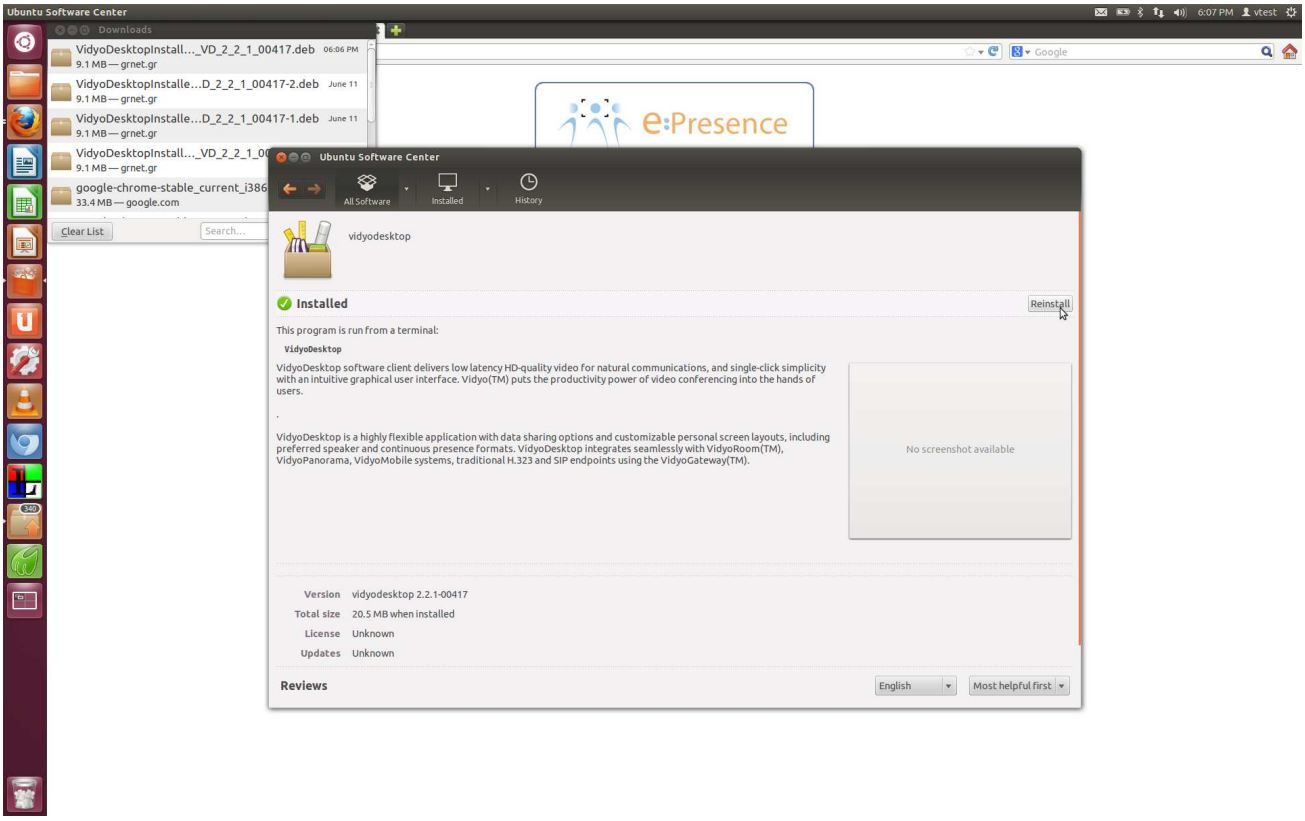
In case your personal computer has a Linux-based operating system, the following steps should be made. First, download and open the **.deb* file*,* as shown in the next figure (Ubuntu 12.04 is used as the reference Linux OS).

Opening VidyoDesktopInstaller-ubuntu-TAG_VD_2_2_1_00417
You have chosen to open:
VidyoDesktopInstaller-ubuntu-TAG_VD_2_2_1_00417.deb
which is a: Debian package (9.1 MB)
from: https://conferences-dev.grnet.gr
What should Firefox do with this file?
Open with
Ubuntu Software Center (default)
Save File
Do this automatically for files like this from now on.
Cancel
OK
e:Presence
Το απαραίτητο λογισμικό δεν είναι εγκατεστημένο στον υπολογιστή σας ή έχετε παλαιότερη έκδοση του.
The required software is not installed in your computer or you own an earlier version.
1. Κατεβάστε το απαραίτητο λογισμικό.
Download the required software.
Download
2. Εγκαταστήστε το λογισμικό VidyoDesktop που μόλις κατεβάσατε.
Install the VidyoDesktop client you just downloaded.
3. Εισέλθετε στο δωμάτιο τηλεδιάσκεψης.
Enter the videoconferencing room.
Join Room
grnet

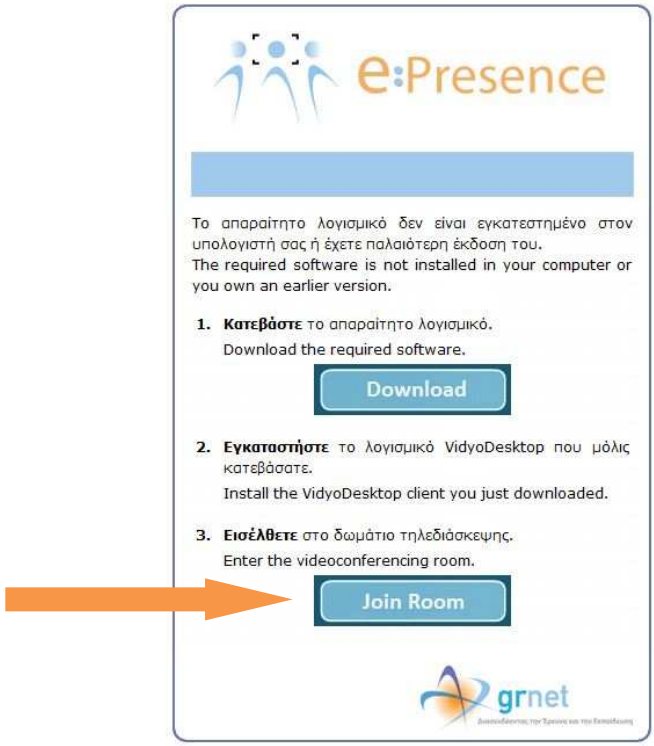
We use *Ubuntu Software Center* to open the file. In the popped up window we choose the *Install* button.


Ubuntu Software Center
Downloads
VidyoDesktopInstall..._VD_2_2_1_00417.deb 06:06 PM
9.1 MB — grnet.gr
VidyoDesktopInstalle...D_2_2_1_00417-2.deb June 11
9.1 MB — grnet.gr
VidyoDesktopInstalle...D_2_2_1_00417-1.deb June 11
9.1 MB — grnet.gr
google-chrome-stable_current_i386
33.4 MB — google.com
Clear List
Search...
e:Presence
Ubuntu Software Center
All Software
Installed
History
vidyodesktop
Only install this file if you trust the origin.
Install
VidyoDesktop software client delivers low latency HD-quality video for natural communications, and single-click simplicity with an intuitive graphical user interface. Vidyo(TM) puts the productivity power of video conferencing into the hands of users.
VidyoDesktop is a highly flexible application with data sharing options and customizable personal screen layouts, including preferred speaker and continuous presence formats. VidyoDesktop integrates seamlessly with VidyoRoom(TM), VidyoPanorama, VidyoMobile systems, traditional H.323 and SIP endpoints using the VidyoGateway(TM).
No screenshot available
Version vidyodesktop 2.2.1-00417
Total size 20.5 MB when installed
License Unknown
Updates Unknown
Reviews
English
Most helpful first

After the installation is completed you may continue with joining the teleconference room.


Ubuntu Software Center
Downloads
VidyoDesktopInstall..._VD_2_2_1_00417.deb 06:06 PM
9.1 MB — grnet.gr
VidyoDesktopInstalle...D_2_2_1_00417-2.deb June 11
9.1 MB — grnet.gr
VidyoDesktopInstalle...D_2_2_1_00417-1.deb June 11
9.1 MB — grnet.gr
google-chrome-stable_current_i386
33.4 MB — google.com
Clear List
Search...
e:Presence
Ubuntu Software Center
All Software
Installed
History
vidyodesktop
Installed
Reinstall
This program is run from a terminal:
VidyoDesktop
VidyoDesktop software client delivers low latency HD-quality video for natural communications, and single-click simplicity with an intuitive graphical user interface. Vidyo(TM) puts the productivity power of video conferencing into the hands of users.
VidyoDesktop is a highly flexible application with data sharing options and customizable personal screen layouts, including preferred speaker and continuous presence formats. VidyoDesktop integrates seamlessly with VidyoRoom(TM), VidyoPanorama, VidyoMobile systems, traditional H.323 and SIP endpoints using the VidyoGateway(TM).
No screenshot available
Version vidyodesktop 2.2.1-00417
Total size 20.5 MB when installed
License Unknown
Updates Unknown
Reviews
English
Most helpful first

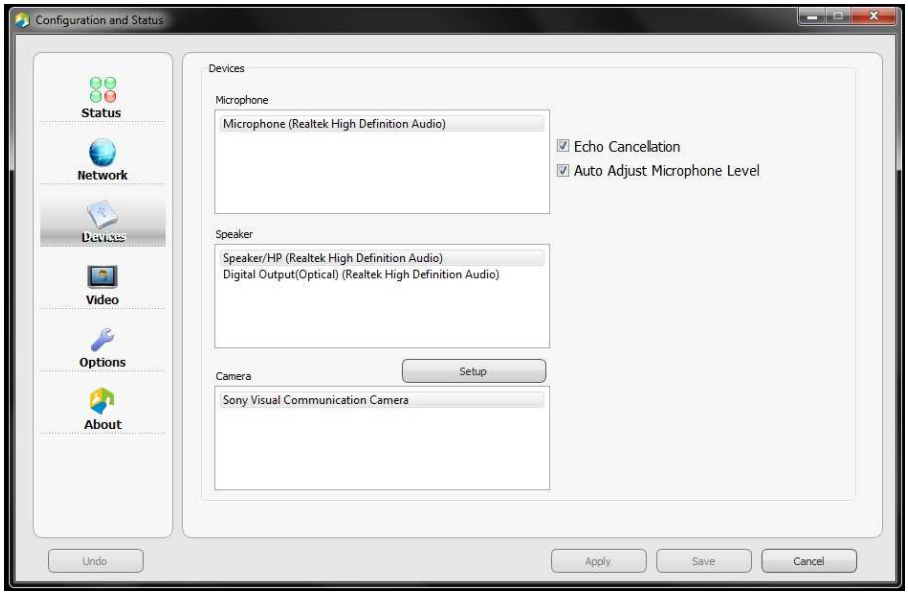
PARTICIPATION IN THE TELECONFERENCE USING A PERSONAL COMPUTER


e:Presence
Το απαραίτητο λογισμικό δεν είναι εγκατεστημένο στον υπολογιστή σας ή έχετε παλαιότερη έκδοση του.
The required software is not installed in your computer or you own an earlier version.
1. Κατεβάστε το απαραίτητο λογισμικό.
Download the required software.
Download
2. Εγκαταστήστε το λογισμικό VidyoDesktop που μόλις κατεβάσατε.
Install the VidyoDesktop client you just downloaded.
3. Εισέλθετε στο δωμάτιο τηλεδιάσκεψης.
Enter the videoconferencing room.
Join Room
grnet

After clicking on the "Join Room" button, VidyoDesktop will be automatically executed and you can participate in the teleconference room along with the other participants. (The next time you will click on the participation link you will be automatically directed to the teleconference room as long as you have not uninstalled Vidyo software or no newer version of it is available by the service).

<u>Note:</u> It is required that Java is installed, enabled and updated both in your PC as well as your browser.

Before joining your teleconference room you should choose the speakers, the microphone and the camera that you wish the service to use, as shown below.



To avoid echo during the teleconference, only the suggested by the service devices (speakerphones) should be used (with echo cancellation software/hardware built-in). In any other case, it is recommended that, at least, headphones are used in order to isolate the received sound and avoid echo issues. Echo appears when the received sound by the teleconference is captured and then retransmitted back to the teleconference room along with your voice by your microphone. Alternatively, although not suggested, you may check the "Echo Cancelation" box, which is found in the "Devices" tab; nevertheless, keep in mind that low sound quality is produced (half-duplex – when talking you cannot hear others).

In the sequel, the functionality of VidyoDesktop during the teleconference is described.

USING THE SERVICE DURING THE TELECONFERENCE

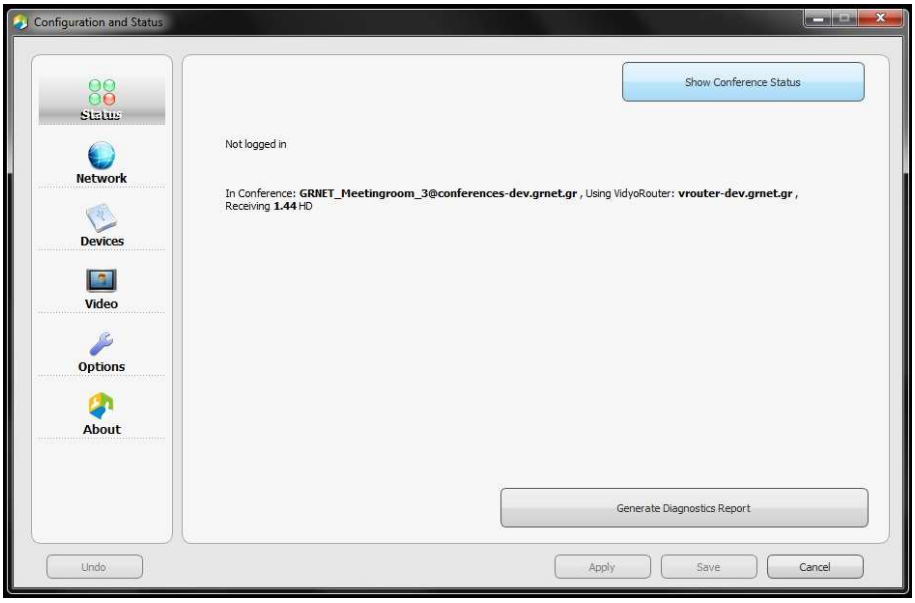
After joining the teleconference room you have multiple options that you can take advantage of, by clicking on the buttons/icons that appear at the bottom-side of the application, as shown below.

	Participants: View a list of the conference participants and chat with them (only for VidyoDesktop users).
	Group Chat: Chat with all participants as part of the conference group chat.
	Layout: Select how to view the participants' video windows during the conference; control the maximum number of windows. Up to 8 remote parties can be shown at the same time. You may choose the number of remote parties shown on your monitor by clicking on the corresponding drop down menu. Clicking on the *Layout* icon changes the screen to "Preferred mode", where the person who last spoke has the largest screen real estate.
	Full screen: Toggle the screen between sizing the window to utilize the entire screen real estate and restoring the window to the previous size. When in *Full Screen* mode, the toolbar is hidden unless you mouse over the screen. On Mac OS, this button appears on the upper left side of the video window.

	Screen Share: Toggle between sharing and stopping the share. Click the drop-down arrow to select from the open applications on your local machine to share with other meeting participants. You can also choose to share your entire desktop by selecting your display from the share list (Windows only). You may undock the shared screen (i.e., view it as a separate window) and re-dock the shared screen (i.e., snap it back into the main VidyoDesktop window) by double-clicking the contents of the application window.
	Toggle: Toggle among the applications or screens that are being shared during the conference.
	Self-view: Toggle your self-view preference. You can view your own video feed in "Picture-in-Picture" mode by clicking the *Self-View* button. Your feed appears as a thumbnail image in the lower right corner of the screen. Click the *Self-View* button a second time to see your image the same size as others on the screen layout. For example, if you are in a direct call the screen will split in half and you will see the person you are talking to on the left hand side and yourself on the right. Click the *Self-View* button a third time to remove yourself from the layout and view only the other meeting participants.
	Video: Show or hide the video feed from your camera.
	Mic: Mute, unmute, and control your microphone volume.
	Volume: Mute, unmute, and control your speakerphone volume.
	Settings: Open the Configuration and Status page, the functionality of which is described in the sequel.
	Time: Toggle between the conference time and a clock.
	Call termination: End the conference.

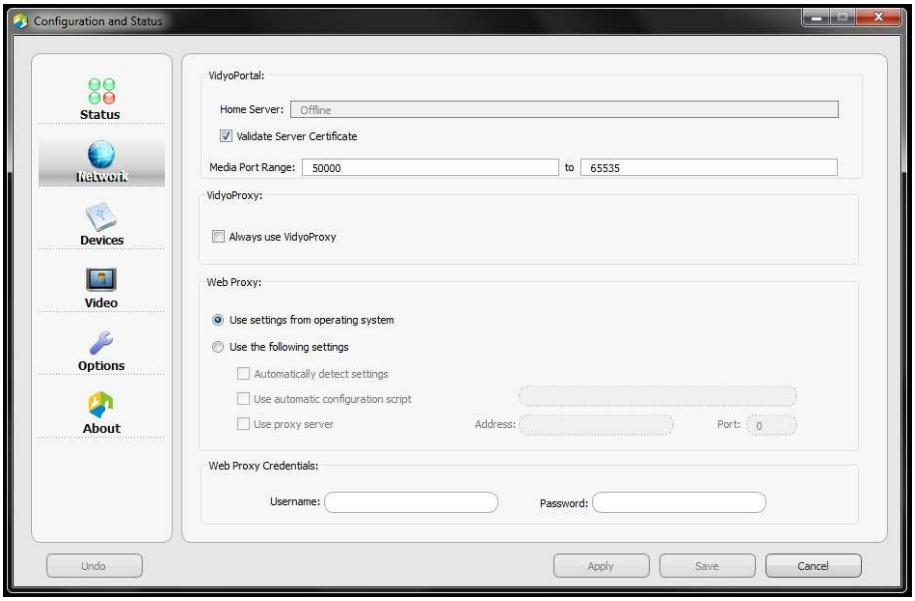
Configuration and Status

Status



This tab indicates whether you are connected in a conference or not, with whom, the name of the server you are connected with, and your current bandwidth consumed for your participation. By clicking on the "Show Conference Status" icon you may see the statistics of the current teleconference.

Network



In the *Network* tab various technical details dealing with accessing the teleconference service via your local network or the Internet are depicted and can/should be changed.

<u>It should be noted</u> that you should contact service helpdesk or the moderator if you are not sure of what to change (or if a change is actually required) in case of a connection problem.

The *VidyoProxy* section is used to configure the service to operate behind firewalls, NATs and Web proxies that limit traffic to specific ports and protocols – commonly port 80 for HTTP, port 443 for HTTPS or port 22 for SSH. This tab shows the home server and port used.

Selecting “Always use VidyoProxy” option forces the VidyoDesktop client to use the VidyoProxy. Under this setting, and in case VidyoDesktop finds a VidyoProxy address, it immediately tries to use it without first trying to connect directly. The VidyoProxy can be used as a fallback mechanism in case direct access to the server is not available. By default, the VidyoProxy is used if a direct connection cannot be established. Do not change this setting unless advised by helpdesk.

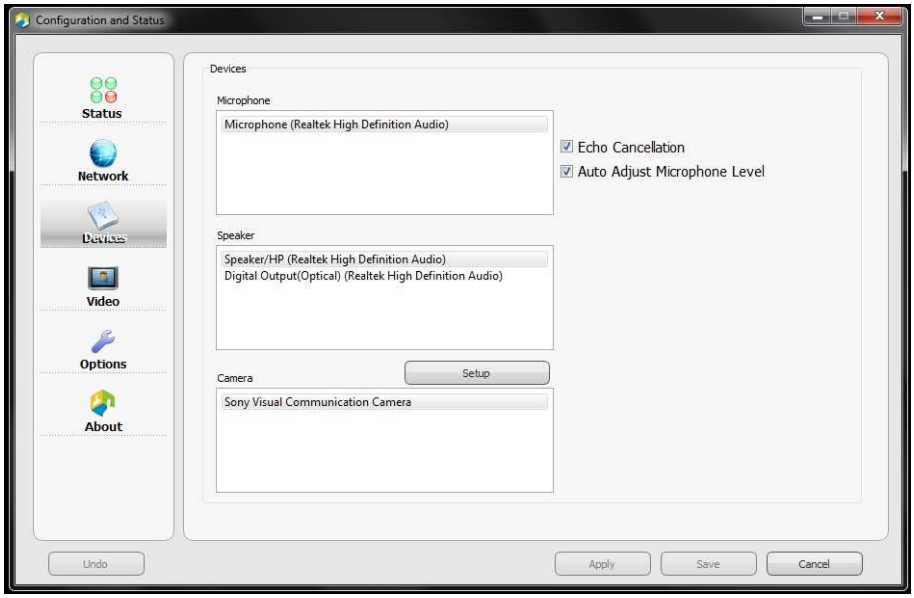
The *Web Proxy* tab refers to the case where your local network accesses Internet through a WebProxy.

In the sequel all ports that are related to the service’s operation along with their usage are depicted.

Connectivity Requirements – Port numbers used by the application		
TCP port 80	HTTP: Data traffic towards teleconference server	User ID check and GUI operation
TCP port 443	HTTPS: Data traffic towards teleconference server	Optional use of SSL security protocol
TCP port 17992	EMCP: Data traffic towards teleconference server	Access to the teleconference server
TCP port 17990	SCIP: Data traffic towards teleconference server	Access to the teleconference server
UDP ports 50000 – 65535	RTP / sRTP / RTCP: Data traffic towards/from teleconference server	Voice and video streams from the participants in the teleconference (6 ports per participant)
UDP timeout	General observation	Change the default value (0:02:00 – 2 minutes) to a larger one (3:00:00 – 3 hours) to avoid end of calls

Connectivity Requirements – Port numbers to connect via VidyoProxy		
TCP port 80	HTTP: Data traffic towards teleconference server	User ID check and GUI operation, voice and video streams of the teleconference participants
TCP port 443	HTTPS: Data traffic towards teleconference server	User ID check and GUI operation, voice and video streams of the teleconference participants
TCP port 22	HTTPS: Data traffic towards teleconference server	User ID check and GUI operation, voice and video streams of the teleconference participants

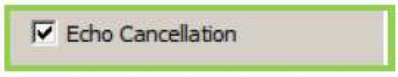
Devices



This tab shows the available playback, record and camera devices associated with your personal computer. If a new audio or video device is detected, this window automatically appears to enable you to select a new device.

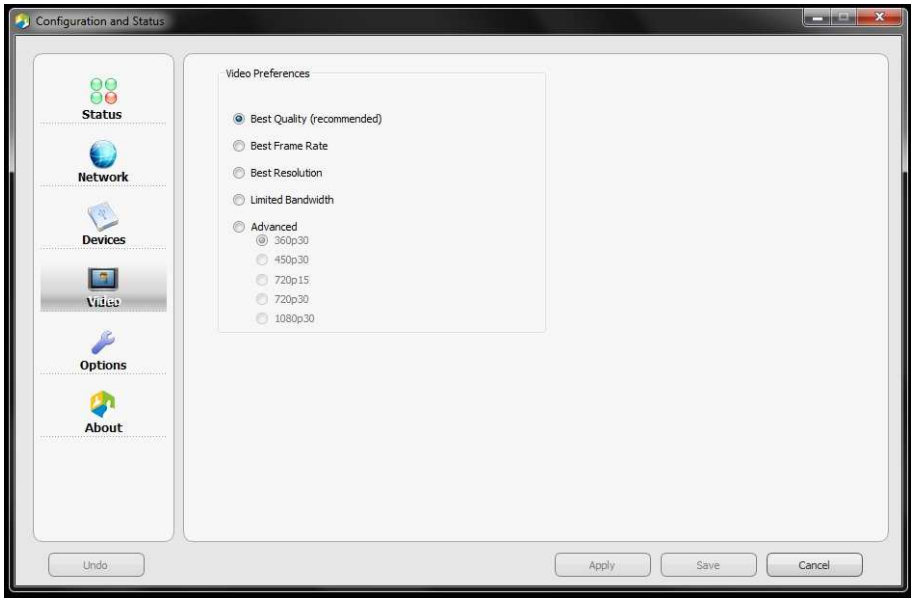
Echo Cancellation – If you use a non-echo canceling audio device you are still able to achieve a good audio experience with the VidyoDesktop by using the echo cancellation feature. Echo cancellation is turned off when you use a service-recommended audio device because recommended devices have echo cancellation built in. When you use an audio device that is not recommended, echo cancellation is automatically enabled. You can disable it if you wish.

- To enable this option, select the *Echo Cancellation* checkbox, as shown below.



- To disable it, deselect the checkbox.

Video

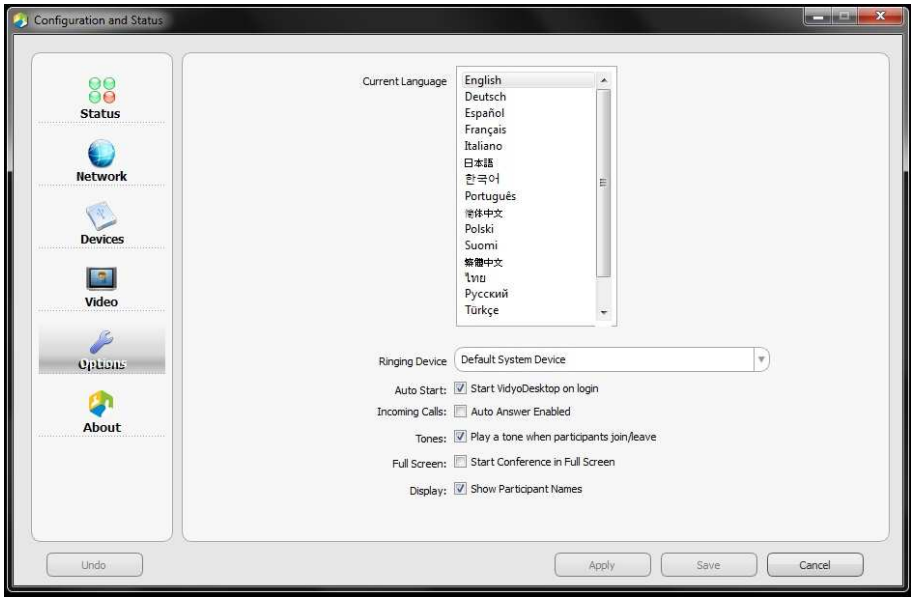


This tab applies to the camera configuration and determines how encoding is performed.

- Best Quality: Recommended for best user experience.
- Best Frame-Rate: Allows encoding at 30fps for resolutions higher than VGA.
- Best Resolution: Allows for higher-resolution encoding.
- Limited Bandwidth: It can be used in bandwidth-limited environments where the full video quality cannot be met. When selecting this mode, encoding resolution is limited to CIF – conserving uplink bandwidth and the number of participants that can be viewed is initially limited. If enough downlink bandwidth is detected, the number of received participants will increase with time.
- Advanced (Windows only): This mode applies for controlled environments usage only. Advanced mode has three configuration options: 450p30, 720p15, 720p30. Each one forces camera capture, encoding resolution and frame-rate based solely on what is available from the camera, irrespective of CPU capacity.

Options

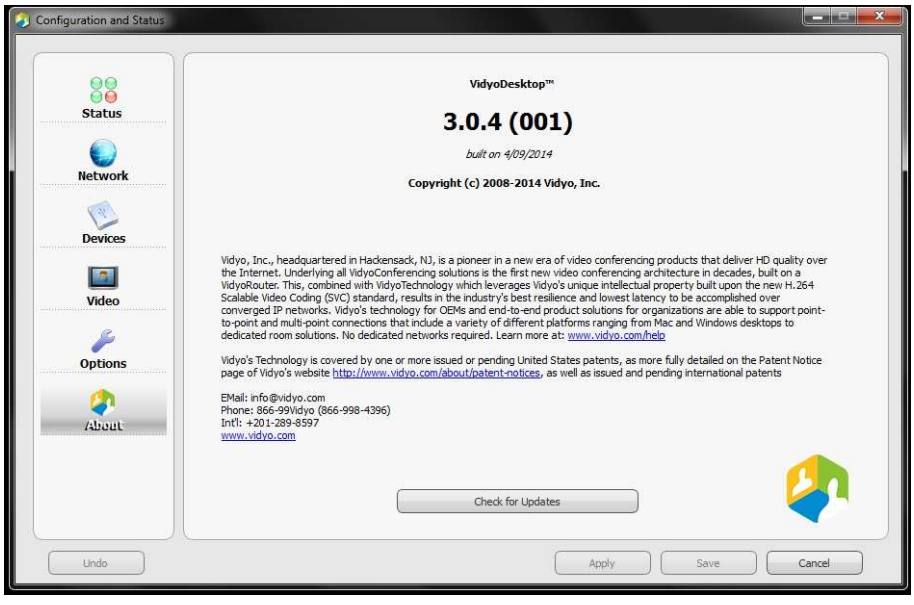
In this tab you can change the teleconference software language. English, German, Spanish, Italian, French, Portuguese, Finnish, Polish, Japanese, Chinese and Korean are supported.



Using the other available checkboxes you may force the application to:

- Start when Windows start
- Auto-answer incoming calls
- Play a tone when a participant joins or leave a room
- Start conferences in full-screen mode
- Display the participants' names. Notice that these names are "*Grnet user *"-like virtual names since the allocation of the connection accounts is made automatically, in order to avoid complexity.*

About


Configuration and Status
Status
Network
Devices
Video
Options
About
VidyoDesktop™
3.0.4 (001)
built on 4/09/2014
Copyright (c) 2008-2014 Vidyo, Inc.
Vidyo, Inc., headquartered in Hackensack, NJ, is a pioneer in a new era of video conferencing products that deliver HD quality over the Internet. Underlying all VidyoConferencing solutions is the first new video conferencing architecture in decades, built on a VidyoRouter. This, combined with VidyoTechnology which leverages Vidyo's unique intellectual property built upon the new H.264 Scalable Video Coding (SVC) standard, results in the industry's best resilience and lowest latency to be accomplished over converged IP networks. Vidyo's technology for OEMs and end-to-end product solutions for organizations are able to support point-to-point and multi-point connections that include a variety of different platforms ranging from Mac and Windows desktops to dedicated room solutions. No dedicated networks required. Learn more at: www.vidyo.com/help
Vidyo's Technology is covered by one or more issued or pending United States patents, as more fully detailed on the Patent Notice page of Vidyo's website http://www.vidyo.com/about/patent-notices, as well as issued and pending international patents
EMail: info@vidyo.com
Phone: 866-99Vidyo (866-998-4396)
Int'l: +201-289-8597
www.vidyo.com
Check for Updates
Undo
Apply
Save
Cancel

The *About* tab displays the details about the version of the teleconference service software.

PARTCIPATING IN THE TELECONFERENCE USING H.323 TERMINALS

The invitation to participate in a teleconference is sent through an e-mail, where all the necessary information regarding the teleconference is included (subject, starting and ending date and time, moderator name, participation and confirmation hyperlinks).

When you are defined as a H.323 participant in the teleconference, the invitation email that you receive includes more information than that for a desktop user. The format of the invitation mail is the following:

[Text in English follows later on]

[Η πρόσκληση που ακολουθεί είναι προσωπική. Η προώθηση της σε άλλο άτομο θα κάνει αδύνατη την συμμετοχή σας στην τηλεδιάσκεψη.]

Παρακαλούμε να συμμετέχετε στην τηλεδιάσκεψη με θέμα "xxxx ".

Αναλυτικές πληροφορίες για την τηλεδιάσκεψη:

Ημ/νία και ώρα έναρξης: 2012-01-24 10:00:00
Ημ/νία και ώρα λήξης: 2012-01-24 10:45:00
Πρόσκληση από: **xxxxxx**

Επειδή πρόκειται να δεχθείτε μία κλήση **H323/SIP**, παρακαλούμε πριν ακολουθήσετε το σύνδεσμο για συμμετοχή στην τηλεδιάσκεψη να γνωρίζετε τις ακόλουθες πληροφορίες: IP διεύθυνση του H323/SIP τερματικού ή FQDN ή URI του H323/SIP τερματικού.

Δεν υποστηρίζεται κλήση σε τερματικό με ιδιωτική/εσωτερική IP διεύθυνση που δίνεται μέσω υπηρεσίας Network Address Translation (NAT).

Αν το τερματικό σας υποστηρίζει κρυπτογράφηση (πρωτόκολλο H.235) παρακαλώ ενεργοποιήστε την.

Για να λάβετε μέρος στην τηλεδιάσκεψη ακολουθήστε τον παρακάτω σύνδεσμο μέσα στο χρονικό πλαίσιο που αναφέρεται παραπάνω.https://epresence.grnet.gr/conference/portal.php?string_id=xxxxx
Θα σας παρακαλούσαμε να επιβεβαιώσετε την παρουσία σας στην τηλεδιάσκεψη ακολουθώντας τον παρακάτω σύνδεσμο:
https://epresence.grnet.gr/admin/confirm.php?string_id=xxxxxx

Υποστηρικτικό υλικό μπορείτε να αναζητήσετε στην ιστοσελίδα: /http://epresence.grnet.gr/support.php

---

[The following invitation is strictly personal. Forwarding this invitation to another person will make your participation to the conference impossible.]

You are invited to join a teleconference meeting with subject "xxxxx".

Information regarding the teleconference:

Start date: 2012-01-24 10:00:00 (Local Greek time)
End date: 2012-01-24 10:45:00 (Local Greek time)
Invitation sender: **xxxxxx**

You are about to receive an **H323/SIP** call. Please have available your H323/SIP device IP address or FQDN or URI before following the link that connects you to the meeting room.

A call to a terminal with a private/internal address which is provided from a Network Address Translation (NAT) service is not supported.

If your terminal supports encryption (protocol H.235) please activate it.

Please click on the following link within the aforementioned dates in order to join this meeting.
https://epresence.grnet.gr/conference/portal.php?string_id=xxxxx

Please click on the following link in order to confirm your participation to this meeting:
https://epresence.grnet.gr/admin/confirm.php?string_id=xxxxxx

Support material may be found in the following webpage: http://epresence.grnet.gr/support.php

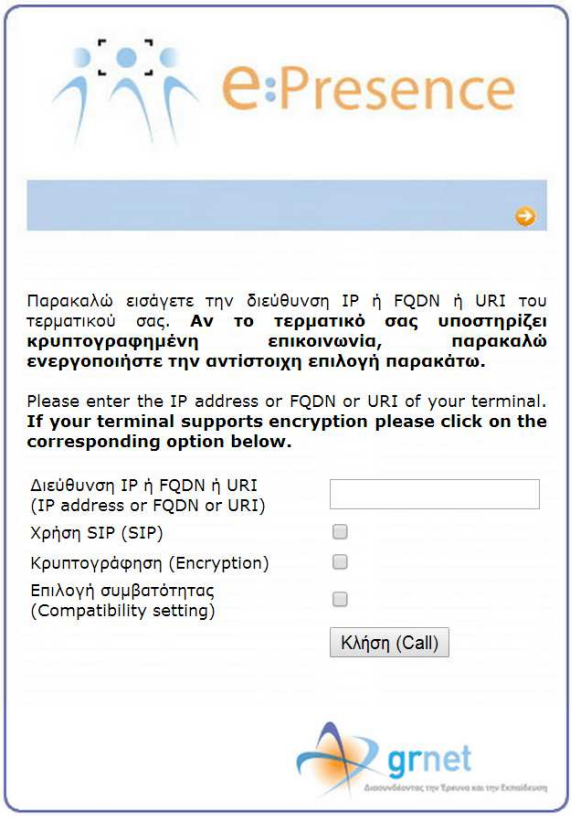
Here, the part of the text that needs your extra consideration is made red (there is no such convention in the real email).

In order to participate in the teleconference you will have to click on the first hyperlink (participation link) within the date and time specified by the invitation email. To confirm your participation in the teleconference you should click on the second one (confirmation link) anytime before it begins; in this way, the teleconference moderator will be notified that you are available for the scheduled event.

The notification emails regarding the cancellation and the ending of the teleconference (as well as the notification sound when less than 2 minutes are remaining for its end) are the same as described for the case of the PC user.

JOINING THE TELECONFERENCE ROOM USING H.323 TERMINAL

In case you are defined as a user of a H.323 terminal, installing the conference service software is not required. After clicking on the participation hyperlink (quoted in the invitation email), you will be redirected to the following web page where you are prompted to enter your terminal's IP address or its name for URI call (xxx@domain). Moreover, you may choose to use SIP protocol or not, to activate encryption during your call or not, and to use device compatibility mode or not. The *SIP* choice should be selected only if your terminal supports calls using the SIP protocol. The *Encryption* box should be checked when H.235 protocol is used for data transmission through your device. The *Compatibility Setting* should be activated only if your terminal is an old device which requires that e:Presence use H.263 video codec and G711 audio codec; selecting the *Compatibility Setting* will deactivate the data channel of your terminal (H.239 protocol).


e:Presence
Παρακαλώ εισάγετε την διεύθυνση IP ή FQDN ή URI του τερματικού σας. Αν το τερματικό σας υποστηρίζει κρυπτογραφημένη επικοινωνία, παρακαλώ ενεργοποιήστε την αντίστοιχη επιλογή παρακάτω.
Please enter the IP address or FQDN or URI of your terminal. If your terminal supports encryption please click on the corresponding option below.
Διεύθυνση IP ή FQDN ή URI (IP address or FQDN or URI)
Χρήση SIP (SIP)
Κρυπτογράφηση (Encryption)
Επιλογή συμβατότητας (Compatibility setting)
Κλήση (Call)
grnet

PARTICIPATING IN THE TELECONFERENCE USING VIDYOROOM TERMINAL

The invitation to participate in a teleconference is sent through an e-mail, where all the necessary information regarding the teleconference is included (subject, starting and ending date and time, moderator name, participation and confirmation hyperlinks).

When you are defined as a VidyoRoom terminal user, the invitation email that you receive includes more information than that for a desktop user. The format of the invitation mail is the following:

[Text in English follows later on]

[Η πρόσκληση που ακολουθεί είναι προσωπική. Η προώθηση της σε άλλο άτομο θα κάνει αδύνατη την συμμετοχή σας στην τηλεδιάσκεψη.]

Παρακαλούμε να συμμετέχετε στην τηλεδιάσκεψη με θέμα "xxxx ".

Αναλυτικές πληροφορίες για την τηλεδιάσκεψη:

Ημ/νία και ώρα έναρξης: 2012-01-24 10:00:00
Ημ/νία και ώρα λήξης: 2012-01-24 10:45:00
Πρόσκληση από: **xxxxxx**

Επειδή πρόκειται να δεχθείτε μία κλήση στο **VidyoRoom** τερματικό σας, παρακαλούμε πριν ακολουθήσετε το σύνδεσμο για συμμετοχή στην τηλεδιάσκεψη να γνωρίζετε τις ακόλουθες πληροφορίες: Όνομα χρήστη που έχει αποδοθεί στο VidyoRoom τερματικό σας.

Για να λάβετε μέρος στην τηλεδιάσκεψη ακολουθήστε τον παρακάτω σύνδεσμο μέσα στο χρονικό πλαίσιο που αναφέρεται παραπάνω.https://epresence.grnet.gr/conference/portal.php?string_id=xxxxx
Θα σας παρακαλούσαμε να επιβεβαιώσετε την παρουσία σας στην τηλεδιάσκεψη ακολουθώντας τον παρακάτω σύνδεσμο:
https://epresence.grnet.gr/admin/confirm.php?string_id=xxxxxx

Υποστηρικτικό υλικό μπορείτε να αναζητήσετε στην ιστοσελίδα: /http://epresence.grnet.gr/support.php

---

[The following invitation is strictly personal. Forwarding this invitation to another person will make your participation to the conference impossible.]

You are invited to join a teleconference meeting with subject "xxxxx".

Information regarding the teleconference:

Start date: 2012-01-24 10:00:00 (Local Greek time)
End date: 2012-01-24 10:45:00 (Local Greek time)
Invitation sender: **xxxxxx**

You are about to receive a call to your **VidyoRoom** terminal. Please have available the username assigned to your VidyoRoom terminal before following the link that connects you to the meeting room.

Please click on the following link within the aforementioned dates in order to join this meeting.
https://epresence.grnet.gr/conference/portal.php?string_id=xxxxx
Please click on the following link in order to confirm your participation to this meeting:
https://epresence.grnet.gr/admin/confirm.php?string_id=xxxxxx

Support material may be found in the following webpage: http://epresence.grnet.gr/support.php

In order to participate in the teleconference you will have to click on the first hyperlink (participation link) within the date and time specified by the invitation email. To confirm your participation in the teleconference you should click on the second one (confirmation link) anytime before it begins; in this way, the teleconference moderator will be notified that you are available for the scheduled event.

The notification emails regarding the cancellation and the ending of the teleconference (as well as the notification sound when less than 2 minutes are remaining for its end) are the same as described for the case of the PC user.

JOINING THE TELECONFERENCE ROOM USING VIDYOROOM TERMINAL

In case you are defined as a user of a VidyoRoom terminal, installing the conference service software is not required. After clicking on the participation hyperlink (quoted in the invitation email), you will be redirected to the following web page where you are prompted to enter the name assigned to your terminal. An account for your VidyoRoom is assigned once after communication with e:Presence service helpdesk.

e:Presence
Παρακαλώ εισάγεται το όνομα χρήστη που έχει δωθεί στο Vidyo Room τερματικό σας.
Please enter the username that has been assigned to your Vidyo Room terminal.
Όνομα χρήστη (Username)
username
Κλήση (Call)
grnet

TELECONFERENCE PARTICIPATION HISTORY

To view your history of participating in teleconferences managed by e:Presence, you should use the “User Login” option found in http://www.epresence.gr/. When you fill in your email address (the one used for receiving the invitation emails) you will receive an email quoting the details of all the teleconferences you have participated in.

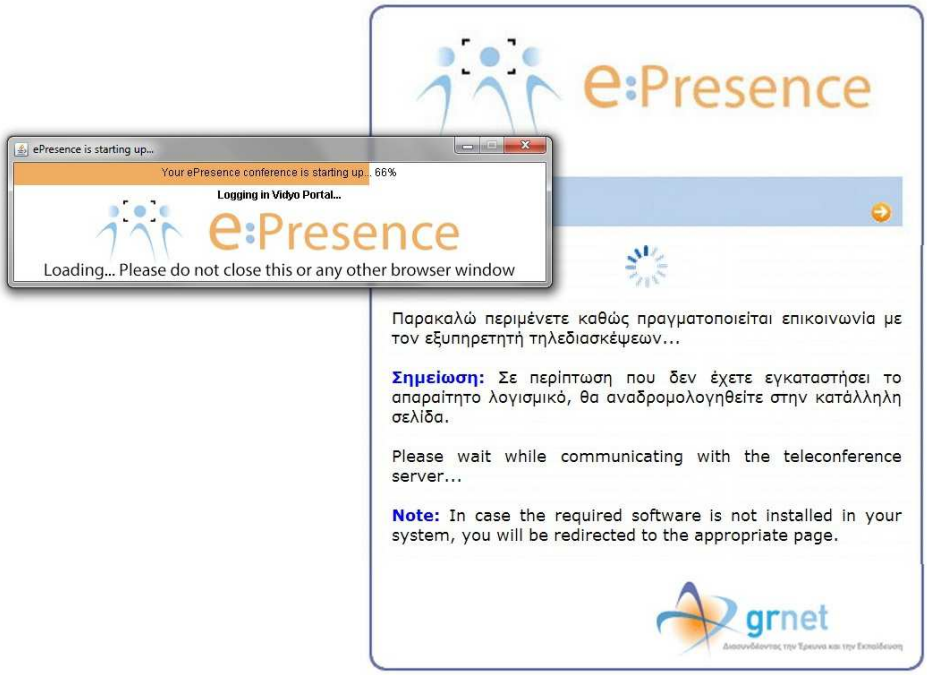
TROUBLESHOOTING

The most common incidents when using the service along with instructions to deal with them are depicted here.

DESKTOP USERS

1. The VidyoDesktop application cannot connect to the conference. The connection progress bar does not appear although the application seems to load.

After clicking on the participation link you should normally be redirected to the following webpage where a bar informs you of the connection progress.

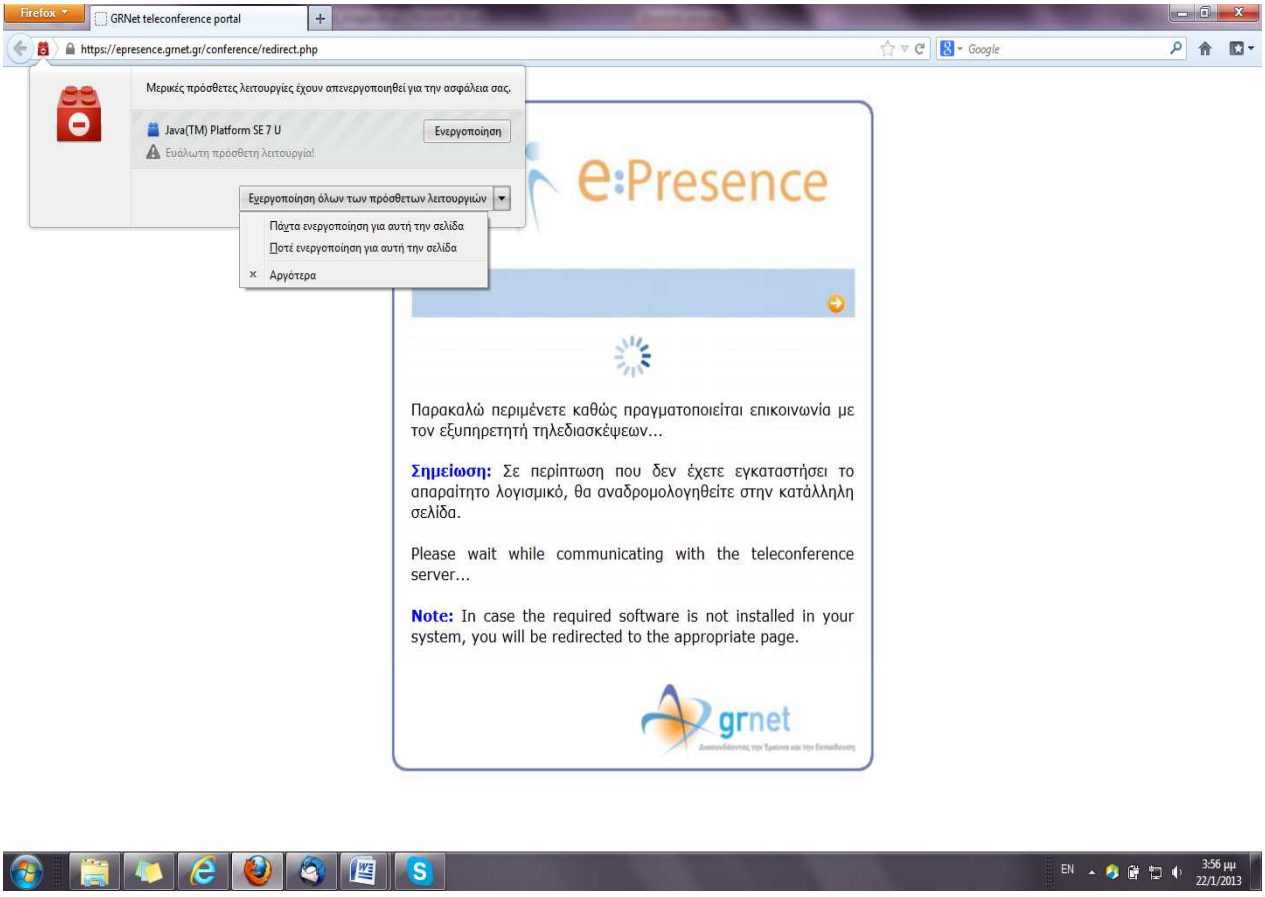

ePresence is starting up...
Your ePresence conference is starting up... 66%
Logging in Vidyo Portal...
e:Presence
Loading... Please do not close this or any other browser window
e:Presence
Παρακαλώ περιμένετε καθώς πραγματοποιείται επικοινωνία με τον εξυπηρετητή τηλεδιασκέψεων...
Σημείωση: Σε περίπτωση που δεν έχετε εγκαταστήσει το απαραίτητο λογισμικό, θα αναδρομολογηθείτε στην κατάλληλη σελίδα.
Please wait while communicating with the teleconference server...
Note: In case the required software is not installed in your system, you will be redirected to the appropriate page.
grnet

In case the bar does not appear while the application seems to load and no connection to conference room is established, Java is probably not installed or activated in your PC or browser.

GRNet teleconference portal
https://epresence.grnet.gr/conference/redirect.php
e:Presence
Παρακαλώ περιμένετε καθώς πραγματοποιείται επικοινωνία με τον εξυπηρετητή τηλεδιασκέψεων...
Σημείωση: Σε περίπτωση που δεν έχετε εγκαταστήσει το απαραίτητο λογισμικό, θα αναδρομολογηθείτε στην κατάλληλη σελίδα.
Please wait while communicating with the teleconference server...
Note: In case the required software is not installed in your system, you will be redirected to the appropriate page.
grnet

Check that Java is installed and updated in your Operating System (*http://www.java.com/en/download/testjava.jsp*).

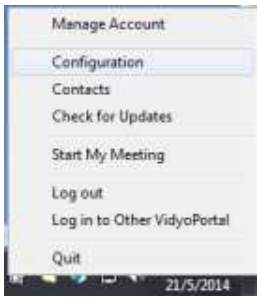
In addition, check that Java is activated in your browser or check for security notifications while the application is loading.



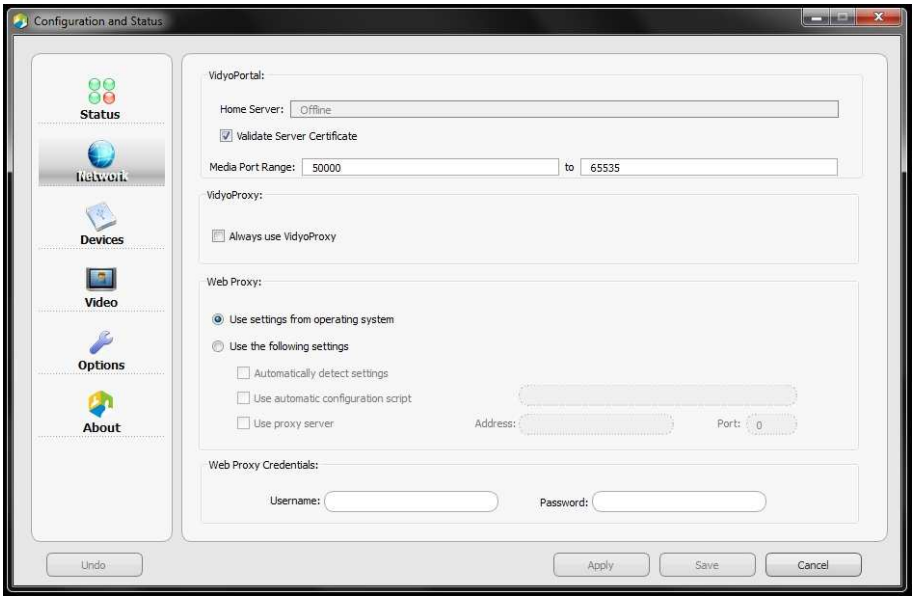
2. No connection is established while the connection progress bar appears. Either this bar never reaches 100% or I am connecting for just a while and being almost automatically rejected.

Either the local or the router's firewall blocks the communication ports needed by the application (see above for networking issues).

If you have no access or you are not such an experienced user in order to check whether the required ports for communication are open, then, for windows users, right-click on the VidyoDesktop icon on the lower right side of your desktop so that a menu appears, and select "Configuration". Correspondingly, in Apple MAC OS keep the *trackpad* button pressed when pointing on the VidyoDesktop icon, and choose "Configuration". In the case of Linux, right-click on the VidyoDesktop icon shown in the up-right corner of your desktop and choose the "Configuration" option within the menu that pops up.



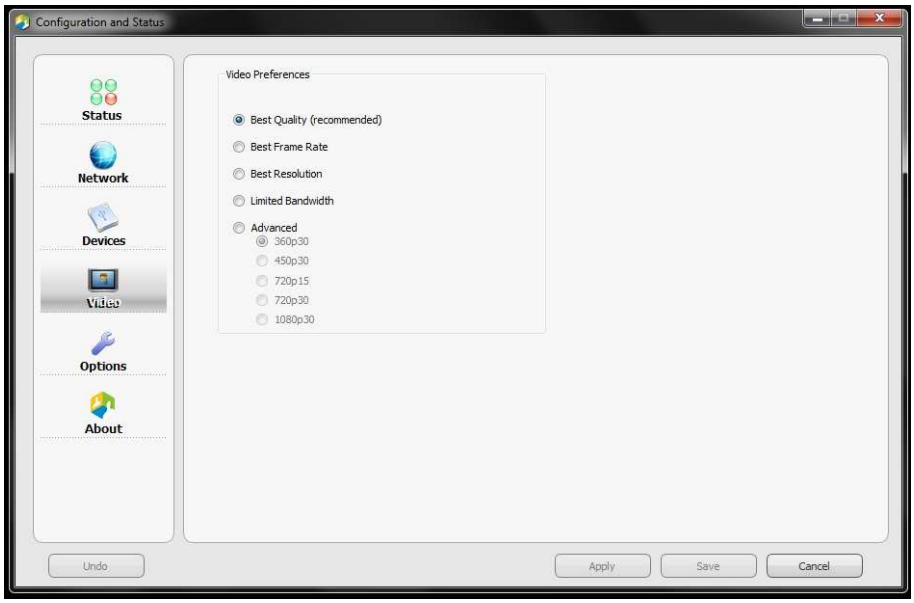
This way you are directed to the application's *Configuration and Status* window. In *Network* tab, check "Always use VidyoProxy" that seems inactive in the following figure and then click on "Apply".



This selection allows the communication with the server using the TCP ports 80, 443 and 22 which are usually open in most of the cases since they are used for http, https and ssh respectively.

3. Interrupted sound, bad quality in communication.

Apparently, your network connection is not adequate. Try to connect your personal computer to the Internet using an Ethernet cable instead of a wireless network. If there is no improvement in the conference quality, or no wired connection can be established, then go the *Configuration and Status window* (by pressing the "gear" icon of the VidyoDesktop application or following the instructions in the previous section), choose *Video* tab and check the "Limited Bandwidth" option.

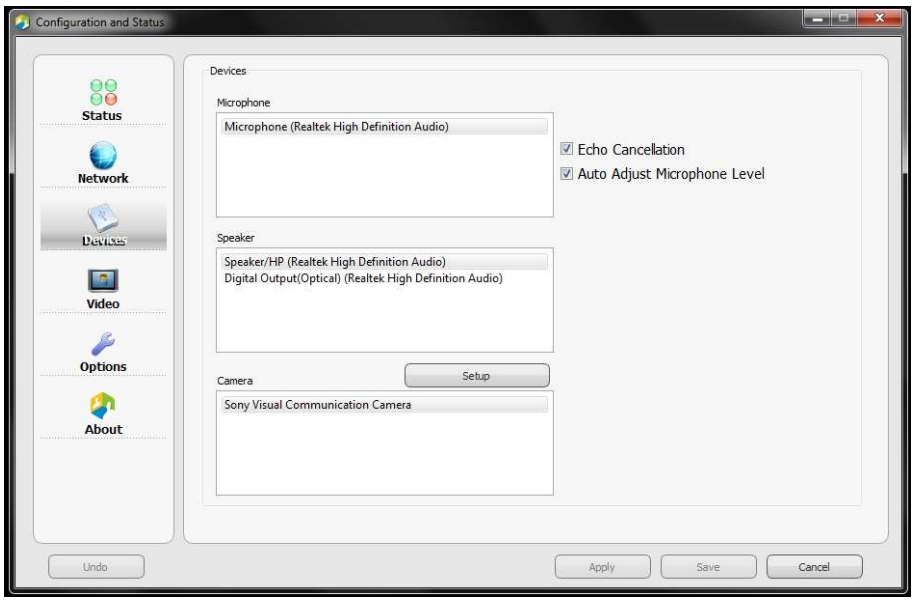


4. The other participants complain that they hear themselves.

If speakers are used, the sound that you receive from other participants will be captured again by your microphone and forwarded again back to the others causing the disturbing effect of echo (people hearing their voice within a delay), while you will not experience any problem. If any other participant is also using speakers then the echo effect is increased making the communication unbearable.

In case you do not use any of the recommended devices with echo cancelation feature built-in, it is suggested that you use headphones so that you do not transmit the received sounds again back to the conference room. All the participants in the conference should follow the same rule.

In any other case, go to the *Configuration and Status* window, select the *Devices* tab and check the "Echo cancelation" option. Now, the echo effects may be suppressed but the quality of the transmitted sound will be low (half duplex – when you are talking you cannot hear any other person in the conference); for this reason, it is the last-resort option.



5. Connection problems for any other reason.

If any of the above suggestions cannot make you participate in the teleconference, then probably you need technical support.

For such cases log files are kept that may be easily found and then sent to helpdesk.

Finding log files in Microsoft Windows

The location of the log files depend on the version you use. In any case you should act according to the following steps.

- In *Start Menu* choose *Run.* If *Run* option is not apparent in your Windows version select *All Programs*, then *Accessories* and afterwards *Run*.
- Within the box that appears type *%TMP%* or *%TEMP%* as shown below.

- Press *ENTER*.

Search for **VidyoApplet.log** in the window that appeared.

Finding log files in Apple MAC OS and Linux

Log files for e:Presence are located in **/tmp/** and their name is **VidyoApplet.log**.

H.323 TERMINAL USERS

1. I am answering the call to my terminal but it is immediately disconnected.

Probably, you have checked the "Encryption" option while your terminal neither supports H.235 protocol nor has it been set up to support encrypted calls.

2. The H.323 terminal gets connected but only sound is received (no video – black screen).

It is likely that you have checked the "Encryption" option whereas your terminal does not support the H.235 protocol.

3. The H.323 terminal gets connected but only sound is received (no video at all).

Most probably, your terminal is old and it does not support the H.264 protocol. Try to connect again after selecting the "Compatibility setting" option. If no connectivity is established, then it is likely that your terminal does not even support the H.263 protocol.

4. No calls can be made.

Check your network settings and examine whether the required ports that the service uses are blocked by a firewall. Alternatively, check whether H.323 calls are supported. If they are, try to call again after selecting the "SIP" option. Finally, restart your terminal.